



Dear Providers,

Telligen has integrated our Qualitrac portal with MCG Cite AutoAuth (automatic authorizations)! Using the Qualitrac portal, providers submit authorization requests and will then document clinical in MCG, which will be seamless to the provider through our integration with MCG. Depending on the AutoAuth rules applied and the clinical criteria that is selected, an immediate decision for authorization can be made when the criteria is met. If the criteria is not met, the authorization request will pend to a queue for a nurse reviewer to work. Using the MCG integration and AutoAuth rules, Telligen is able to ensure improved clinical controls, quality and compliance with standards, reduced appeals volume, and improved turnaround time to meet contractual obligations. **If your request is AutoAuthed, you will receive an immediate response from the system!!**

Attached you will find our AutoAuth Desk Guide that provides step by step instructions on how to submit an authorization request through the Qualitrac portal and how to document clinical in MCG.

And below is the link for a video on how to document clinical in MCG and view the outcome of an AutoAuth.

<https://youtu.be/jG6SOTk3UGs>

Thank you,
Your Telligen Team

